



DWD Issuance 05-2009

Issued: November 5, 2009
Effective: November 5, 2009

Subject: Strategic Framework for Missouri's Next Generation of Career Centers

1. Purpose: The purpose of this Strategic Framework is to provide initial guidance to the workforce system to implement Missouri's Next Generation Career Center (NGCC) model.
2. Background: Current economic conditions have created a high demand for reemployment and training services at all Missouri Career Centers. The Career Centers have seen historically high numbers of unemployed workers who were dislocated by the downsizing and restructuring of manufacturing, automotive, and other industry sectors. Many of these workers are in need of high-wage jobs, but do not have the skills to enter new and emerging industry sectors. This unprecedented demand for employment and training services has placed increased pressure on the staff, technology, and resources of the career centers in their respective regions. The Division of Workforce Development, in order to effectively meet these demands, has designed a strategic framework of principles to streamline career center processes that will contribute to greater productivity and better meet the needs of Missouri Career Center customers.
3. Substance: The Strategic Framework for Missouri's Next Generation Career Centers includes six principles to guide the Local Workforce Investment Boards and the respective region's career centers. The Framework Principles are as follows: (See Attachment 1 for entire Strategic Framework)
 - Create a career center service paradigm that values both skills and jobs.
 - Increase the number of career center customers accessing skill development and training services.
 - Integrate services to better serve customers.
 - Lean processes and streamline service delivery by removing bureaucratic barriers and waste.
 - Redesign and re-purpose business/employer services.
 - Prepare to meet new performance expectations: Success defined through new, quality service metrics.

4. Action: The effective date for this policy is November 3, 2009. The Local Workforce Investment Boards will implement the actions listed below by December 1, 2009. (See Attachment 2 for a full description of the Next Generation Career Center Teams)
- Convene a NGCC Regional Leadership Team and three regional subcommittees that complement the State Leadership Team and subcommittees. The three subcommittees include Policy Alignment, Customer Flow, and Products and Services. The composition of members should include the following: WIB management/staff, sub-contractor management/staff, and DWD management/staff.
 - Submit a list of team and subcommittee members, using Attachment 3, to Jennifer Buechler at Jennifer.Buechler@ded.mo.gov.
 - The NGCC Financial Team will be convened at the state-level and will include DWD and regional financial management staff. Submit names of regional financial staff to Julie Carter, at Julie.Carter@ded.mo.gov.
 - Submit a comprehensive list of career center products and services available to career center customers in the LWIB region, to Lisa K. Johnson, Manager, Training Services, at Lisa.Johnson@ded.mo.gov.
5. Contact: Please contact Melissa Woltkamp, Manager, One Stop, Adult and Youth Services, at Melissa.Woltkamp@ded.mo.gov.
6. Reference: None.
7. Rescissions: None.
8. Attachments: (1) Strategic Framework, (2) NGCC Regional Teams, and (3) Team and Subcommittee Spreadsheet.



Julie Gibson, Director